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**B. AMENDMENTS TO THE CLAIMS**

1. (Original) A method comprising:  
receiving a message over a computer network, the message  
corresponding to an incoming telephone call and including  
caller attributes;  
  
retrieving a customer profile using the caller attributes;  
and  
  
processing the incoming telephone call using the customer  
profile.
2. (Original) The method of claim 1 wherein the incoming  
telephone call is received over a telephone network, and  
wherein the computer network and the telephone network are  
heterogeneous.
3. (Original) The method of claim 1 further comprising:  
determining whether to accept the incoming telephone call  
based upon the caller profile; and  
  
accepting the incoming telephone call in response to the  
determination.
4. (Original) The method of claim 1 further comprising:  
extracting a port location from the message, the port  
location corresponding to an incoming port of the incoming  
telephone call;  
  
determining that the incoming telephone call is not at the  
port location; and  
  
logging the incoming telephone call in response to the  
determination.

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5. (Original) The method of claim 4 further comprising:  
detecting that a timer has timed out, the detecting  
resulting in the determination.
6. (Original) The method of claim 1 wherein the caller  
attributes are received from a name resolution adapter, and  
wherein the name resolution adapter is adapted to:  
look-up a call recipient agreement;  
  
identify the caller attributes included in the call  
recipient agreement; and  
  
return the identified caller attributes in the message.
7. (Original) The method of claim 6 wherein the name  
resolution adapter is further adapted to:  
identify one or more requested caller fields corresponding  
to an initiating caller number, the initiating caller  
number corresponding to the incoming telephone call;  
  
detect whether one of the requested caller fields  
corresponds to sensitive caller data, the sensitive caller  
data corresponding to the initiating caller number;  
  
check one or more authorization table entries corresponding  
to the initiating caller number in response to the  
detecting;  
  
determine whether to return the sensitive caller data in  
response to the checking; and  
  
return the sensitive caller data in response to the  
determining.
8. (Original) The method of claim 1 further comprising:

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retrieving a service subscription corresponding to the caller profile; and

allowing an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.

9. (Original) The method of claim 8 wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.
10. (Original) The method of claim 1 further comprising:  
requesting a PIN from an initiating caller corresponding to the telephone call;  
receiving the PIN in response to the request;  
validating the PIN; and  
answering the incoming telephone call in response to the validation.
11. (Original) The method of claim 1 further comprising:  
determining whether to route the incoming telephone call to a particular extension based upon the caller profile; and  
routing the incoming telephone call to the particular extension in response to the determination.
12. (Original) An information handling system comprising:  
one or more processors;  
a memory accessible by the processors;

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one or more nonvolatile storage devices accessible by the processors;

a telephone network;

a computer network; and

a caller processing tool for processing an incoming telephone call, the caller processing tool comprising software code effective to:

receive a message over the computer network, the message corresponding to the incoming telephone call and including caller attributes;

retrieve a customer profile from one of the nonvolatile storage devices using the caller attributes; and

process the incoming telephone call using the customer profile.

13. (Original) The information handling system of claim 12 wherein the incoming telephone call is received over the telephone network, and wherein the computer network and the telephone network are heterogeneous.

14. (Original) The information handling system of claim 12 wherein the software code is further effective to:  
determine whether to accept the incoming telephone call based upon the caller profile; and  
accept the incoming telephone call in response to the determination.

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15. (Original) The information handling system of claim 12 wherein the software code is further effective to:  
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;  
  
determine that the incoming telephone call is not at the port location; and  
  
log the incoming telephone call in one of the nonvolatile storage devices in response to the determination.
16. (Original) The information handling system of claim 15 wherein the software code is further effective to:  
detect that a timer has timed out, the detecting resulting in the determination.
17. (Original) The information handling system of claim 12 wherein the caller attributes are received from a name resolution adapter, and wherein the name resolution adapter is adapted to:  
look-up a call recipient agreement;  
  
identify the caller attributes included in the call recipient agreement; and  
  
return the identified caller attributes in the message.
18. (Original) The information handling system of claim 17 wherein the name resolution adapter is further adapted to:  
identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call;

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detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number;

check one or more authorization table entries corresponding to the initiating caller number in response to the detecting;

determine whether to return the sensitive caller data in response to the checking; and

return the sensitive caller data in response to the determining.

19. (Original) The information handling system of claim 12 wherein the software code is further effective to:  
retrieve a service subscription from one of the nonvolatile storage devices corresponding to the caller profile; and  
allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.
20. (Original) The information handling system of claim 19 wherein at least one of the actions is selected from the group consisting of placing an order, checking account balance, checking order status, and changing account information.
21. (Original) The information handling system of claim 12 wherein the software code is further effective to:  
request a PIN from an initiating caller corresponding to the telephone call;

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receive the PIN in response to the request;

validate the PIN; and

answer the incoming telephone call in response to the validation.

22. (Original) The information handling system of claim 12 wherein the software code is further effective to:  
determine whether to route the telephone call to a particular extension based upon the caller profile; and  
route the telephone call to the particular extension in response to the determination.
23. (Original) A computer program product stored on a computer operable media for processing an incoming telephone call, said computer program product comprising software code effective to:  
receive a message over a computer network, the message corresponding to the incoming telephone call and including caller attributes;  
retrieve a customer profile using the caller attributes;  
and  
process the incoming telephone call using the customer profile.
24. (Original) The computer program product of claim 23 wherein the incoming telephone call is received over a telephone network, and wherein the computer network and the telephone network are heterogeneous.

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25. (Original) The computer program product of claim 23 wherein the software code is further effective to:  
determine whether to accept the incoming telephone call based upon the caller profile; and  
accept the incoming telephone call in response to the determination.
26. (Original) The computer program product of claim 23 wherein the software code is further effective to:  
extract a port location from the message, the port location corresponding to an incoming port of the incoming telephone call;  
determine that the incoming telephone call is not at the port location; and  
log the incoming telephone call in response to the determination.
27. (Original) The computer program product of claim 26 wherein the software code is further effective to:  
detect that a timer has timed out, the detecting resulting in the determination.
28. (Original) The computer program product of claim 23 wherein the caller attributes are received from a name resolution adapter, and wherein the name resolution adapter is adapted to:  
look-up a call recipient agreement;  
identify the caller attributes included in the call recipient agreement; and



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return the identified caller attributes in the message.

29. (Original) The computer program product of claim 28 wherein the name resolution adapter is further adapted to: identify one or more requested caller fields corresponding to an initiating caller number, the initiating caller number corresponding to the incoming telephone call; detect whether one of the requested caller fields corresponds to sensitive caller data, the sensitive caller data corresponding to the initiating caller number; check one or more authorization table entries corresponding to the initiating caller number in response to the detecting; determine whether to return the sensitive caller data in response to the checking; and return the sensitive caller data in response to the determining.
30. (Original) The computer program product of claim 23 wherein the software code is further effective to: retrieve a service subscription corresponding to the caller profile; and allow an initiating caller to perform actions corresponding to the service subscription, the initiating caller corresponding to the incoming telephone call.
31. (Original) The computer program product of claim 30 wherein at least one of the actions is selected from the group consisting of placing an order, checking account

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balance, checking order status, and changing account information.

32. (Original) The computer program product of claim 23 wherein the software code is further effective to:  
request a PIN from an initiating caller corresponding to the telephone call;  
  
receive the PIN in response to the request;  
  
validate the PIN; and  
  
answer the incoming telephone call in response to the validation.
33. (Original) The computer program product of claim 23 wherein the software code is further effective to:  
determine whether to route the incoming telephone call to a particular extension based upon the caller profile; and  
  
route the incoming telephone call to the particular extension in response to the determination.
34. (Original) A method comprising:  
receiving a customer identifier over a telephone network wherein the customer identifier is not an initiating caller's telephone number, and wherein the customer identifier corresponds to an incoming telephone call;  
  
retrieving a customer profile using the customer identifier; and  
  
processing the incoming telephone call using the customer profile.

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35. (Original) The method of claim 34 wherein the customer identifier is selected from the group consisting of a customer number, a credit card number, an account number, and a social security number.
36. (Original) An information handling system comprising:
- one or more processors;
  - a memory accessible by the processors;
  - one or more nonvolatile storage devices accessible by the processors;
  - a telephone network; and
  - a caller processing tool for processing an incoming telephone call, the caller processing tool comprising software code effective to:
    - receive a customer identifier over the telephone network wherein the customer identifier is not an initiating caller's telephone number, and wherein the customer identifier corresponds to an incoming telephone call;
    - retrieve a customer profile from one of the nonvolatile storage devices using the customer identifier; and
    - process the incoming telephone call using the customer profile.
37. (Original) The information handling system of claim 36 wherein the customer identifier is selected from the group consisting of a customer number, a credit card number, an account number, and a social security number.

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38. (Original) A computer program product stored on a computer operable media for processing an incoming telephone call, said computer program product comprising software code effective to:
- receive a customer identifier over a telephone network wherein the customer identifier is not an initiating caller's telephone number, and wherein the customer identifier corresponds to an incoming telephone call;
- retrieve a customer profile using the customer identifier;
- and
- process the incoming telephone call using the customer profile.
39. (Original) The computer program product of claim 38 wherein the customer identifier is selected from the group consisting of a customer number, a credit card number, an account number, and a social security number.